

WS-03478A-08-0454



0000093361

ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORMInvestigator: Richard MartinezPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2009 75390Date: 2/5/2009Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: **Bryan & Theresa****Ancelet**Account Name: Bryan & Theresa AnceletHome: (000) 000-0000Street: [REDACTED]Work:City: YumaCBR: [REDACTED]State: AZ Zip: 85367is: E-MailUtility Company: **Far West Water & Sewer, Inc.**Division: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

(Docket No. WS-03478A-08-0454)

Received the following correspondence:

Such a large increase, is very hard to handle when of a fixed income. We currently pay sewer charge for 12 months, & only live here for 5 months. This will deter, any potential buyer especially during these hard economic times.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Responded with the following email:

RE: Far West Water & Sewer, Inc.
Docket No. WS-03478A-08-0454

Dear Brian & Lisa Ancelet:

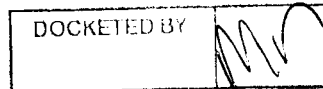
Your correspondence dated January 30, 2009 regarding the Far West Water & Sewer Company rate application sent to the Arizona Corporation Commission (?Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Far West Water & Sewer, Inc.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

Arizona Corporation Commission

DOCKETED

FEB 06 2009

AZ CORP COMMISSION
DOCKET CONTROL

2009 FEB -6 1 A 10:05

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6556.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
(520) 628-6556

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Far West Water & Sewer, Inc.- Docket No.-WS-03478A-08-0454. FILE CLOSED.

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75390

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2009 - 75409**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Claire **Last:** Rocha**Account Name:** Claire Rocha**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Yuma**CBR:****State:** AZ Zip: 85367**is:****Utility Company:** Far West Water & Sewer, Inc.**Division:** Water**Contact Name:** Roxanne Fiddes**Contact Phone:** (928) 342-1238**Nature of Complaint:**

Docket No WS 03478A-08-0454

Arizona Corporate Commission
Consumer Service Section
1200 West Washington Street
Phoenix AZ 85007
Re Docket # WS-03478A-08-0454
Feb 3, 2009

Dear Sirs,
Far West Water and Sewer Company has tiled an application with you for an increase of 214.8% in annual revenue. Seriously.

They want me (their customer) to subsidize their own private bail out. And they are relying on you to approve of it.

I am not going to address here the way this company is run. They have provided sewer service to residents in Rancho Rialto for up to four years, and a majority of customers have never been billed. No wonder they are in need of a bail out. I personally was billed \$50.00 this month for hook-up to a home which has been enjoying their service for over a year. One wonders when I was hooked up. The stories are numerous.

We are counting on your Commission to put a stop to this outrageous attempt at gouging.

Where does anyone in this economy have the unmitigated balls to ask for art increase of 214.8%? We will be watching and waiting for your decision.

Sincerely,

Claire Rocha

[REDACTED]
Yuma, Az 85367
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion and explain docketing process.
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75409
